

## **WebOffice General Support Document**

**Q** - What ports does this product use.

**A** - Ports 80 and 5001

**Q** – Do I need any special software to use, or be a guest and view a webconference?

**A** – Please see the “WebOffice Configuration Notes.doc” for details.

**Q** - Will WebOffice work with my browser?

**A** - Most likely, Yes. However you may need to observe the changes noted in the “WebOffice Configuration Notes.doc”

## **WebOffice Configuration Notes (for the first time install)**

A copy of this document can be found along with the request form at:  
<http://its.utah.gov/productsservices/productservices.htm> Select Conferencing Services.

Please complete the following before attempting to run the WebOffice client (only needs to be done one time per pc):

1. In IE (internet Explorer) select
  - a. Tools
  - b. Internet Options
  - c. Security
  - d. Custom Level
  - e. Select enable for “Automatic prompting for ActiveX controls
  - f. Click on OK
  - g. Select “yes” to change the security settings for this zone
  - h. Select OK to close the Internet Options window
2. Open a browser and browse to your weboffice link (ie: for Candy Lane <http://weboffice.state.ut.us/clane@utah.gov> and select login if not prompted for download.
3. You should see a Warning screen requesting you to download some software. Select the first link “Download Sun Microsystems Java Plug-in client software”
  - a. Click on the “download now” button
  - b. Click the “begin download” button
  - c. Click “install”
  - d. Select “typical setup” and click the “accept” button. At this point it could take a few minutes for the install to complete.
  - e. Select “finish”
4. Close all of your browser windows
5. Open a new browser window and go to your WebOffice link (ie: for Candy Lane - <http://weboffice.state.ut.us/clane@utah.gov>)
6. click on login
7. type in your email (or your UserID) and password and click “login”
8. The first time you log in it will ask if it can install the weboffice client – Select “install”
9. It will ask you if you want to install the WebOffice Manager – select “yes”
10. It might tell you that you do not have any video endpoints. Select “yes” here.
11. At this point your weboffice client is installed. You can close all browser windows and in the future you can either use your browser to get to your client OR you can select –start-programs-polycom weboffice-polycom weboffice